



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

255 - DIFFERENTIAL POLICE RESPONSE

GENERAL ORDER: 2008 - 26

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ACTION: Creates SOP

255.00 **POLICY**

It is the policy of the Milwaukee Police Department to respond to citizen's calls for service in a manner that reflects the best intervention strategy for the situation about which the citizen is calling. Response by field officers, particularly during periods of peak policing activity, will be limited to those situations in which there is an immediate threat to public safety or an on-scene officer's presence is required to address the situation.

255.05 **PURPOSE / OBJECTIVE**

The purpose of the Differential Police Response (DPR) program is to eliminate squad responses to situations, which do not require the immediate presence of an officer. This allows officers to remain in the areas to which they are assigned and to engage in pro-active policing activities. Selected non-emergency calls will be serviced by telephone intervention generally by limited duty police officers.

In summary, this program provides an additional method of providing police service and intervention into problems reported by callers, by supplementing already existing Department policies and practices. It is not the intention of the DPR program to in any way lessen the law enforcement services provided by the Milwaukee Police Department. The DPR officer is an intervener, much the same as a field officer is, but with different tools (internet access, telephone, etc.)

The goal is to intervene in about 40% of the calls for service, thus removing them from the field response queue.

255.10 **DEFINITIONS**

A. Differential Police Response (DPR)

The Department response to a call for service received through the Technical Communications Division that is generally not "*in-progress*" or "*just-occurred*"; is not currently endangering life or property; and is not serviceable by the Telephone Reporting Unit (TRU). Any call meeting such requirements will generally be assigned as a Priority 5 (P-5) and processed via telephone by personnel from the district where the incident occurred.

B. Just-Occurred

The period of time within ten minutes of the incident that prompted the call.

255.15 GENERAL GUIDELINES**A. Calls that **may** be serviced with DPR:**

1. Generally, any call not prioritized as a P-1 or P-2.
2. P-3 and P-4 assignments for participating DPR Districts shall be downgraded to a P-5 assignment, with the following call type exceptions: Entry, Battery-DV or other DV related calls, Auto Theft, Accident-PDO and anonymous callers with no phone number attached to the complaint.
3. Any other call not requiring a squad response to the scene.
4. Examples of authorized DPR calls for service: (Examples only - cannot be considered all-inclusive)

Animal Bites	Nuisance Complaints	Theft of U.S. Mail
Civil Matters (e.g., business / customer disputes, contract disputes, etc.)	Parenting problems (where there's no indication of imminent violence)	Auto theft *
Landlord / Tenant Trouble	Drug Dealing (no current activity)	Harassing Phone Calls
Recovered Property	Child Custody disputes <12 hrs	Fireworks

*Auto thefts will be handled by DPR if it involves known suspects with the keys taken.

B. Calls involving any of the following **may not be serviced with a DPR:**

1. Life or property currently in danger.
2. Injury is being or has just been sustained.
3. A need to preserve items at the scene for evidentiary or investigatory use.
4. The Telephone Reporting Unit (TRU) is able to process the call.

Note: When in doubt, a call taker/dispatcher should consult with the on-duty Lead Police Telecommunicator or dispatch supervisor for clarification as to whether using the DPR is an appropriate response.

255.20 CALL TAKER RESPONSIBILITIES

- A. The DPR program will operate at the Districts and shifts designated by the Chief of Police. Calls for service meeting established criteria shall be screened by call takers for the appropriateness of assignment to a DPR unit (using the above general guidelines). Call takers will set the priority level of DPR calls at P-5.
- B. Call takers should make every attempt to obtain a telephone number in which an officer can contact them within the next 30 minutes i.e., Use the Tiburon ANI ALI feature to confirm a callback number, if applicable. Call takers should also ask the caller if there are alternate numbers in which an officer may contact them.
- C. Call takers will specifically inform the callers of P-5 assignments that, "An officer will service your call either by phone or in person as soon as possible."

255.25 DISPATCHER RESPONSIBILITIES

- A. Consistent with existing procedures, dispatchers will review each call which is designated a P-5 call for the appropriateness of the classification and priority setting.
- B. Dispatchers will use the CAD system to assign P-5 calls for service to DPR units and to provide assignment updates to DPR units.
- C. Whenever recommended by DPR personnel to reassign a P-5 assignment to a patrol squad, dispatchers will upgrade the priority (and classification, if warranted) of the assignment to properly reflect the nature of the available information. They shall also enter a text line identifying why the change was made, and will include any additional information provided by the DPR officer. The upgraded assignment will then be dispatched in accordance with established procedures.
- D. Dispatchers will call DPR personnel by phone when requested.
- E. Whenever a participating district does not have a DPR squad on the lineup, notify 7472. That supervisor will subsequently designate one of the following options, in the priority order listed:
 - 1. The district will add DPR personnel to the lineup.
 - 2. Upgrade all P-5 assignments for street response.
- F. When a patrol unit conducts follow-up on a closed P-5 assignment it must also provide the dispatcher with the closed CAD number. The closed assignment must be updated with the follow-up details **without opening the closed assignment**. Dispatchers will therefore follow this procedure:

1. Create a CAD assignment for the follow-up.
2. Update the original closed assignment with the details of the follow-up – call number, squad number, and disposition using commands such as “M”, or “XREF”.
3. Assign any newly created Incident Report (IR) numbers to the original closed assignment.

255.30 DPR PERSONNEL RESPONSIBILITIES

A. General Procedures

Personnel assigned to perform DPR duties are expected to use their training and experience as police officers to resolve calls for service using traditional or non-traditional methods. DPR officers must be mindful to follow all current rules and procedures unless stated otherwise.

DPR personnel will:

1. Work Day shift (8:00am to 4:00pm) or Early shift (4:00pm to 12:00am).
 - a. From **8:00am to 12:00am** handle DPR assignments in a timely manner.
 - b. From **11:00pm to 12:00am** not accept any new P-5 assignments, but handle all pending P-5 assignments before securing from duty. The shift commander shall have the discretion to authorize the handling of additional assignments during the one-hour period prior to the end of early shift.

Note: Stacked calls which will not be serviced by DPR due to time constraints will be returned to the dispatcher according to the procedures outlined in 3/255.45 (E).

2. Sign out a handheld KSA radio and have the radio accessible while DPR is operational. This is required so DPR officers can have radio contact with dispatch or field units if an emergency situation develops while an intervention is occurring.
3. Log on to the assigned Mobile Data Computer (MDC) as a DPR unit and review the CAD records of calls for service assigned by the dispatcher (The primary DPR unit should end in 95 and the supplemental as 94 and 93. i.e. District 3 Days primary DPR officer is 3195).
4. Select a stacked (pending) call for service and check for prior police contact at the address. Use different or more aggressive tactics when handling complaints, which have had prior police response. Acknowledge past complaint history to callers in order to show the Department is aware of ongoing situations.

5. Contact the caller on every DPR assignment within 30 minutes of the time the call was received, even if it is only to make an appointment to speak with the caller in depth at a later date or time.
6. DPR officers will make the following statement when contacting citizens on callbacks.
“Hello. This is Rank or Title / Name _____ of District _____. You called for police assistance. Can you speak now; has anything changed concerning the issue you called about? How may I help you?”
7. Request an IR number from the dispatcher by MDC/radio, as needed.
8. Update the district DPR database (DPR Logger) with information from the assigned call for service.
9. Provide a C-Code disposition via MDC/radio.
10. Repeat these steps for each DPR assignment.
11. Whenever a call back attempt has received no response within 10 minutes of calling, a final call back will be made. If there is still no response the assignment may be cleared using code C-15. However, if possible, leave a message for the citizen to call the DPR personnel back at a designated telephone number. Call backs, which remain unanswered and have a propensity for physical violence based upon the circumstances of the call for service, will be returned to communications for squad response.
12. When fielding threat complaints, which may lead to physical violence, the shift commander should be consulted. The shift commander will decide whether or not to send a squad to ensure the threat is no longer an issue and the caller is safe.
13. If a DPR officer receives a call back from a citizen while on the phone, he/she shall interrupt the caller he/she is speaking with to answer the in coming call. He/She shall inform the citizen that they will be called back shortly. Confirm their contact information and then resume the original call.
14. Use the MDC/radio to notify dispatchers of status changes (such as taking or returning from a lunch break).
15. Whenever a report of a criminal act has been taken, prepare and mail a *Crime Victim Resources Card* (form PV-17) to the reporting person.
16. Return calls to communications which cannot be serviced via telephone and the assigning of follow-up is not appropriate. Procedures on returning calls to communications are found in 3/255.45 (E).

17. Submit a DPR follow-up form to the shift commander for every assignment that cannot be completed via telephone and requires follow-up. A CAD printout should be attached. The follow-up form should be provided to the shift commander as soon as practicable after completing the call.
18. Complete a 'hitch sheet' in the DPR database (DPR Logger), and submit a printed copy to the shift commander prior to securing from duty.

B. When DPR assignments may be returned to dispatcher

1. DPR personnel will inform their dispatchers regarding any assignment for which the dispatch of a patrol squad is a more appropriate response, such as when:
 - a. It has become clear that telephone contact will be insufficient to conduct an initial investigation.
 - b. Information provided by the caller indicates an actual emergency exists and a prompt response to the scene is necessary.
2. Disagreements between DPR personnel and a dispatcher will be brought to the attention of the district shift commander and the communications supervisor at REDACT..., who will work cooperatively for resolution.

C. Walk-in Assignments

At the discretion of the shift commander, DPR personnel may be utilized to handle walk-in complaints, provided the handling of such complaints are within the capabilities of the DPR officer. Prior to assigning a complaint to a DPR officer consideration should be given to the current call volume, type of assignment, and number of DPR officers available. Members should be mindful the prompt handling of DPR calls is of the highest priority.

Note: The DPR workstation must not be left unattended during the hours of operation.

255.35 COMMUNITY LIAISON OFFICER RESPONSIBILITIES

A. General Procedures

Community Liaison Officers (CLO) will be responsible for surveying a sample of citizens who have participated in the DPR program. Trained DPR members may be substituted to conduct surveys when directed by their commanding officer. The CLO or trained DPR member will complete a short survey in the DPR database. An attempt to undertake the surveys within three days of the intervention should be made. All attempts and the results should be documented in the notes section. After three attempts on three separate days, the survey for that intervention may be dismissed. The DPR member who handled the original intervention shall not conduct the survey for the intervention.

Note: In order to report feedback as “did not participate”, the caller must state so or exhibit conduct which would lead the reasonable person to believe they do not wish to participate i.e., being hung up on. The inability to make contact with the original caller for the feedback survey does not constitute a refusal to participate. The query boxes should be left blank, except the notes section which should list the date, time and message left, if any.

B. DPR Database Operation

1. Open the DPR database program that can be found in the following directory:
R:\DPR
2. Click the “Caller Feedback” button on the main menu screen of the DPR database (DPR Logger) to open the survey window. Only the citizens that need to be surveyed will appear.
3. Call the citizen from the database as indicated below the red line and state the following:

“Hello, I am Rank or Title / Name _____ from the Milwaukee Police Department. You recently had a call for service handled by an officer at your police District. Would you be willing to participate in a brief four question survey to help us improve our response to caller’s problems, such as yours?”

4. If the answer is yes, ask the following questions and note the choice that best reflects the answer given.

Question #1: ***“Were you called back within the time indicated by the communications operator that took your original call (Yes or No)?***

Question #2: ***“About how many minutes after your call did the officer call you back? 1-10 minutes, 10-20 minutes, 21-30 minutes, or longer than 30 minutes?”***

Question #3: ***“Was your problem or situation handled to your satisfaction (Yes or No)? If no, note why.***

Question #4: ***“Did your experience with the handling of your request for service leave you, 1) very satisfied, 2) satisfied, 3) not satisfied, 4) very dissatisfied or 5) no opinion?”***

5. If the caller does not wish to participate in the survey select the appropriate field for the respective question.
6. Add any notes in the appropriate field if necessary.
7. Type your name in the “Called back by” field.

8. Proceed to the next survey by clicking the next button.
 9. Repeat until all surveys have been completed.
- C. The community liaison officer will be responsible for generating the weekly DPR program activity and citizen satisfaction surveys for their respective districts. The report shall be completed and forwarded through the chain of command. A copy shall be emailed to Public Relations Manager Anne Schwartz. The report can be generated using the DPR Logger under the query option.

255.40 TECHNICAL COMMUNICATIONS DIVISION SUPERVISOR RESPONSIBILITIES

- A. Whenever a district does not have DPR personnel on the line up, a Technical Communications Division supervisor will contact the district shift commander to determine if it is an oversight. If it is due to a staffing problem, the Technical Communications Division supervisor will remind the shift commander of the requirement to staff the DPR and advise the Watch Commander of the vacancy.
- B. Whenever district and Technical Communications Division supervisors cannot cooperatively resolve a conflict, the supervisor [REDACTED] will contact the Watch Commander for resolution.

255.45 DISTRICT SUPERVISOR RESPONSIBILITIES

A. Staffing

1. Without exception, the DPR will be staffed daily. If no district DPR personnel are available to staff the DPR, notify a communications supervisor [REDACTED]. He/she will determine if an alternate is available from another work location. If an alternate cannot be located, the shift commander shall fill the vacant DPR position with an officer from their shift compliment.
2. DPR squad (officer's name and squad number) should be on the daily line up.

B. Monitoring

1. District shift commanders will utilize their passive CAD workstations to monitor the activity of their DPR squads.
2. Shift commanders are responsible for conducting status checks on 'flashing' CADS event timers for active and pending P-5 assignments. Shift commanders will notify the dispatcher by MDC/radio so that the CADS record can be updated.
3. District supervisors are responsible for assigning necessary follow-up on active and closed DPR assignments to district squads.

C. Case Management

1. District shift commanders will ensure that DPR personnel submit a 'hitch sheet' printed from the DPR database (DPR Logger). They will also ensure that the officers have submitted a follow-up form for every assignment that was cleared with a C-3 or C-15 code and that each follow-up form has a CAD assignment printout attached.
2. District supervisors will assign necessary follow-up investigations to district squads and may not return follow-up investigations to the Technical Communications Division for dispatch. Supervisors will instruct squads assigned such follow-up to notify dispatchers when conducting assigned follow-up and to provide the original CAD number to the dispatcher. Assigned squads will provide new C-Code dispositions when follow-up is completed.

D. Returning DPR assignments to Communications

1. DPR personnel may contact their dispatchers to recommend the return of calls inappropriate to the DPR mission. Disagreements between DPR personnel and a dispatcher will be brought to the attention of the district shift commander and the Technical Communications Division supervisor [REDACTED], who will work cooperatively for resolution.
2. Whenever district and Technical Communications Division supervisors cannot cooperatively resolve a conflict, the supervisor [REDACTED] will contact the Watch Commander for resolution.

E. Properly returning assignments to Communications

DPR personnel must not enter a C-Code when returning an assignment to communications. Entering a C-Code causes the assignment to closed and removes it from the dispatcher's board altogether.

1. The following steps are required to return an assignment to the dispatcher for patrol officer response.
 - a. DPR personnel must enter a comment into the assignment, which supports patrol response.
 - b. Once the relevant comment has been entered, DPR personnel must inform the dispatcher via radio or telephone the assignment is being returned. To assist the dispatcher in selecting the correct assignment, DPR personnel must provide the last four digits of the assignment number.

- c. If DPR personnel have not entered a relevant comment, or the comment does not explain why patrol response is necessary, no squad will be dispatched. Instead, the dispatcher will inform a communications supervisor, who will contact the officer's shift commander for resolution. (Life-threatening emergencies are always an exception.)



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